Identify key questions you might use in your collaborative conversation.

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| --- | --- |
| **Key Areas** | **Observation Notes** |
| * Purpose of the Coaching Conversation | * To help and support a Supervisor determine the best approach to dealing with a personnel issue. |
| * ***O****bjective Questions* * The “what” * Invitation to the conversation | * What was the staff member’s reaction when you asked her for her data to be brought up to date and sent to you by the end of the month? * How did you handle her reaction? |
| * *Reflective Questions* * The “what about the what” * Emotional | * How do you feel about the decision you made to do a program review? * What do you think of the staff member’s reaction to the program review and why do you think she reacted as she did? |
| * ***I****nterpretive Questions* * The “so what” * Brainstorming | * What other options could you have considered? * What other steps might have you taken before initiating the program review? |
| * ***D****ecisional Questions* * The “now what” * Identifies specifics “next steps” to be taken | * What new learning can you identify from this experience and how might you handle a similar situation in the future based on this new learning? * What are you next steps after the program review is completed and to whom or what groups will you communicate the findings of the review? |
| * *Based on the Decision, what are the responsibilities of the administrator?* | The Supervisor will coordinate the program review, design what data is needed, design the format of the review and contract with an independent reviewer. The Supervisor will review and analyze the results and decide how and to whom to communicate the findings. The Supervisor will also meet with the people affected by this personnel issue and restore any damaged public relations with our agency. |
| * *Based on the Decision, what are my responsibilities?* | * My responsibilities are to be a support and a guidance to the Supervisor and work closely with the Supervisor through this process, but at the same time maintain a balance between the Supervisor’s responsibilities and my responsibilities. I will be actively involved in the program review results analysis and the joint decision-making with the Supervisor, but again allowing the Supervisor to make the bulk of the decisions. |

**Reflection on the Collaborative Conversation**

**Name: Cal Sinn**

**Date: November 23, 2009**

**Reflect on the collaborative conversation you completed with the administrator:**

**What impact did planning for the conversation, including the development of the ORID questions, have on the coaching conference itself?**

**The planning made me feel much more prepared for the conversation and more relaxed during the conversation. The planning process made me devote time and reflective thinking prior to the conversation and I feel improved the quality of the conversation for both participants. The conference was more effective because of the planning process.**

**What was most challenging for you during the conversation? Most pleasing?**

**The most challenging was dealing with the urgency and the intensity of the issue, the emotions of the Supervisor and the damage/fall-out of the staff member’s behavior and any negative reflection on the agency.**

**The most pleasing was working collaboratively with the Supervisor and observing the Supervisor react to the situation in a very self-directed manner and making very difficult decisions in a forthright manner with the best interest of the program and the agency in mind.**

**What might be some things you would do differently/the same in your next conversation?**

**Allow more time in our schedules for the conversation.**

**Schedule follow-up conferences to monitor progress of the Supervisor’s action plan**

**Continue to find time to plan for collaborative conversations and to use the coaching tools.**

**What techniques will you specifically address in your next coaching conversation?**

**I need to become more familiar with the tool of Extending. I need to incorporate the use of data in my conversations more and frame expectations in a more directive versus “you might want to try this” manner.**